



## EMPATHY INTERVIEW

(15-30 minutes)

### Purpose

To gain a deeper understanding of a young person's experience in a PBL project. Conduct Empathy interviews when seeking to understand someone's experience more deeply. Empathy interviews can have a specific focus or can be more general.

### Overview of the Process

*Step 1* Choose an individual to interview. Set aside time to talk to them (anywhere from 15-30 minutes).

*Step 2* Review the norms and this document to prepare yourself for the interview. The interviewee does not need to know the norms you are following.

*Step 3* Interview Questions. Consider what you would like to ask this person about. There are example questions below or generate your own questions.

*Step 4* Finalize the questions you would like to ask and conduct the interview, try to adhere to the norms.

*Step 5* Debrief the process with the person you interviewed.

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### Step 1 CHOOSE AN INDIVIDUAL TO INTERVIEW.

- Set aside time to talk to them (anywhere from 15-30 minutes).

### Step 2 NORMS FOR EMPATHY INTERVIEWS

- Seek to understand, not confirm
- Ask once, clearly
- Ask questions that elicit stories and feelings
  - "Tell me more..."
  - "What was that like for you?"

### Step 3 PREP FOR INTERVIEW

Consider these possible Empathy Interview Questions:

- When you reflect on this project, what stands out as an important moment?
- What was your favorite part of the project?
- What about the project was memorable to you?
- What changed the way you thought? (What shifted your thinking?)
- Tell me about a time when you felt successful in this project.
  - What happened? What made this a success? (What did you do? What did others do?)
- What advice would you give a school about to design a PBL project?
- What advice would you give to me about PBL projects?
- What do you wish others knew about \_\_\_\_\_?
- What are three words you would use to describe this project?
- If you could describe how you feel about this project in one word, what is it?
- Draw me a picture of what you think about when you hear \_\_\_\_\_... (then follow-up with "Tell me about what you drew.")

#### **Step 4** INTERVIEW QUESTIONS AND INTERVIEW NOTES

#### **Step 5** DEBRIEF WITH INTERVIEWEE

1. How did you feel during this interview?
2. What did you appreciate about this interview? What was difficult?
3. What suggestions do you have for me, the interviewer, for the next time I do an interview?